

a communication element that is associated with each of the units of the commodity and carries results of the two-way interaction from each of the units of the commodity to a central location, and

software that manages the interactions of the users in different locations and collection of the results of the interactions at the central location.

49. The system of claim 48 further comprising
electronically triggering the user interface based on user behaviors to generate two-way interactions with each of the users, each of the interactions relating to a corresponding specific behavior.

50. The system of claim 48 in which the interactions are triggered to occur repetitively for each of the users based on repeated uses of a feature of a unit of the commodity by the user.

51. The system of claim 48 in which the user interface comprises part of a functional user interface of the unit of the commodity that is used to control features of the commodity.

53. The system of claim 48 in which
the units of the commodity comprise telephone extension equipment and the central location comprises a private branch exchange or other central telephone network facility.

54. The system of claim 48 in which the results of the interactions are forwarded from the central location to a remote server for analysis.

55. The system of claim 48 in which the units of the commodity comprise facsimile equipment and the user interface triggers the two-way interaction to occur on-line between the unit of the facsimile equipment and a vendor of the facsimile equipment.

56. The system of claim 55 in which the on-line interaction would occur by voice spoken through the facsimile machine's handset, transmitted by telephone line to a computer of the vendor, and stored at the vendor's computer.

57. The system of claim 48 in which the units of the commodity comprise consumer television equipment.

58. The system of claim 57 in which the two-way interaction provides instructions on how to use the commodity .

59. The system of claim 57 in which the two-way interaction comprises posing questions to a user on a television screen concerning use of the commodity, and receiving answers from the user expressed through a keypad, a hand-held remote, or a telephone keypad.

60. The system of claim 59 in which the answers are forwarded to a vendor of the commodity .

61. The system of claim 48 in which the two-way interaction is mediated by an publicly or privately accessible on-line computerized information service.

62. The system of claim 48 further comprising presenting user information in one or more of the following styles: text, lists, charts, views, arrangements, hierarchies, graphical maps, sample extracts, abstracts, summary descriptions, or hypertext.

63. The system of claim 62 in which the user interface triggers two-way interactions that comprise training and education based on two-way interactions with all or some other users, the interactions being arranged to present the steps or actions that the user could take to increase performance or satisfaction to a level achieved by other users.

REMARKS

Applicant's remarks, below, are preceded by quotations of the related comments of the examiner, in small, bold-face type.